

<b>CHILDREN AND EDUCATION SCRUTINY COMMITTEE</b>	AGENDA ITEM No. 5
<b>2 NOVEMBER 2022</b>	<b>PUBLIC REPORT</b>

Report of:	Nicola Curley, Director for Children's Services	
Cabinet Member(s) responsible:	Councillor Lynne Ayres, Cabinet Member for Children's Services and Education, Skills and University	
Contact Officer(s):	Belinda Evans, Complaint Manager	Tel. 01733296324

**ANNUAL CHILDRENS SOCIAL CARE COMPLAINT REPORT 2021/22**

<b>RECOMMENDATIONS</b>	
<b>FROM: Belinda Evans, Complaint Manager</b>	<b>Deadline date: N/A</b>
<p>It is recommended that the Children and Education Scrutiny Committee:</p> <ol style="list-style-type: none"> <li>1. Consider the report and make recommendations for further scrutiny if deemed appropriate.</li> <li>2. Consider Appendix C which is provided for the first time in regard to non-statutory Children's and Education complaints and comment on the level of data they may require in future reports</li> </ol>	

**1. ORIGIN OF REPORT**

1.1 This report has been requested as a recurring annual item for scrutiny

**2. PURPOSE AND REASON FOR REPORT**

2.1 It is a regulatory requirement under the Children Act 1989 complaints procedures for children and young people for the council to prepare an annual report of Children's Statutory complaints and present it to the relevant committee for scrutiny.

2.2 This report is for the Children and Education Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview and Scrutiny Functions, paragraph No. 2.1 Functions determined by Council:

Children's Services including

- a) Social Care of Children;
- b) Safeguarding; and
- c) Children's Health.

2.3 This report links to the Corporate Priority: Safeguard Vulnerable Children and Adults

2.4 The Children in Care Pledge includes a promise to give children in care information on how to make a complaint or to give a compliment. This report provides evidence that children in care are being given the required information as complaints are being received from children in care and are being satisfactorily resolved.

### 3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>	If yes, date for Cabinet meeting	<b>NA</b>
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### 4. BACKGROUND AND KEY ISSUES

4.1 Contained in Appendix A – Annual CSC Statutory Complaint Report 2021-22

### 5. CONSULTATION

5.1 N/A

5.2 N/A

### 6. ANTICIPATED OUTCOMES OR IMPACT

6.1 *That the report will highlight areas for service review.*

### 7. REASON FOR THE RECOMMENDATION

7.1 *It is a requirement under the Statutory complaints process for an Annual report to be produced each year to enable the relevant Scrutiny Committee to consider the report and make recommendations for further scrutiny if deemed appropriate.*

### 8. ALTERNATIVE OPTIONS CONSIDERED

8.1 *Not Applicable*

### 9. IMPLICATIONS

#### **Financial Implications**

9.1 Complaint investigations require the commissioning of Independent Investigators and there is an annual budget maintained for this purpose by the Finance Manager. In 2021 due to issues with resourcing this function a contract was awarded to a specialist contractor to provide a reliable and compliant service for the investigation function. Because the costs are higher than the previous provision it is important that Children's Social care managers focus on early resolution of complaints which will help to reduce the volume of independent investigations.

#### **Legal Implications**

9.2 The processes used by the Complaints Team and Childrens Social care managers when investigating complaints fully comply with the Children Act 1989 Representations Procedure (England) Regulations 2006 and the statutory guidance (link below) which has been issued by the DfE under the Local Authority Social Services Act 1970.

#### **Equalities Implications**

9.3 Processes used by the complaints service ensures that the service is accessible to all persons. The team make reasonable adjustments to ensure that all complainants can submit complaints via a method that they can access. Children and young people are also able to access Advocacy services to help them through the complaints process.

#### **Rural Implications**

9.4 *None*

### **Carbon Impact Assessment**

- 9.5 The report contains no proposals for changes to service delivery and therefore there is no decision to take which may impact carbon emissions of the council or the city.

## **10. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 10.1 *Statutory Complaint process guidance - Children Social Care: getting the best from complaints*  
<https://www.gov.uk/government/publications/childrens-social-care-getting-the-best-from-complaints>

## **11. APPENDICES**

- 11.1 *Appendix A – Annual CSC Complaint Report 2021 - 22*  
*Appendix B - CSC Compliments 2021 - 22*  
*Appendix C – Children’s Services and Education Corporate Complaints 2021-22*

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